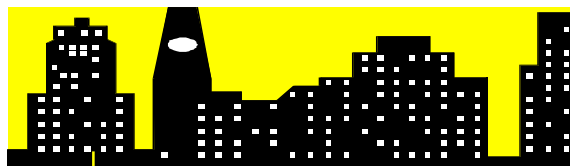




Talk of the Town

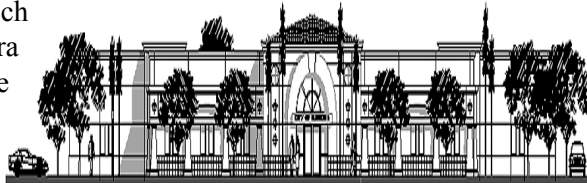


July 2002

A periodic newsletter to keep the legal community informed about news concerning the Clerk of the Court's Office

New Superior Court Facility opens in Northwest Valley

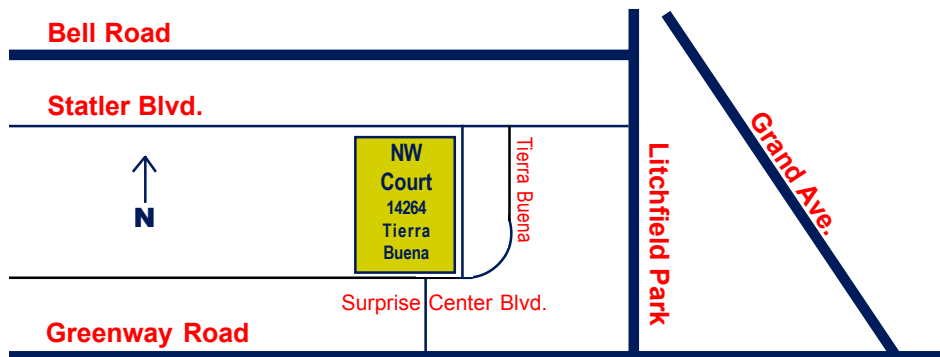
LAST summer, the Clerk's Office was moving into the new Customer Service Center, and now this summer the Office is moving again into another new building. On July 22, the new 25,000 square-foot Northwest Regional Center (NWRC) will open in Surprise, Arizona. There will be four courtrooms in the facility, which is located at 14264 West Tierra Buena Lane in Surprise. These courtrooms will be fitted with cutting-edge technology, including flat screen video monitors, digital and voice-activated video recording equipment, and infrared hearing devices, among other special features that should enhance court proceedings.



Following are some facts about how this move impacts the Clerk of the Court's Office and its customers:

- All Northwest cases will be identified with a numeric (07) preceeder, such as FC2002-074567);
- All NWRC files will be housed at the Customer Service Center at 601 W. Jackson in Phoenix;
- 5,844 cases were reassigned to the NWRC;
- Six courtroom clerks and two Filing Counter staff will transfer to the NWRC;
- The Clerk's Office will have a Filing Counter at the NWRC for Probate, Civil, Family Court, and non-initial Criminal filings. No Juvenile or initial Criminal filings will be accepted.
- A 24-hour filing depository box will be installed in the future.
- To contact the Clerk's Office for the NWRC, you may call 602-506-3676.

A map to the Northwest Regional Center is provided below:



Some roads may be under construction.

Curtains close on Night Windows

The curtains closed permanently on the Clerk's After-Hours Windows at the Central Court Building this summer.



The Windows, which were open from 5 - 7 p.m. Monday - Friday, had been in operation since 1990.

The closure helps the office ensure the security of customers who are now able to use the 24-Hour Filing Depository Box located next to the new County Security Station. In April, the Security Station moved from its location that was across from the After-Hours Windows on Madison Ave. to a new location on the east side of the Madison St. parking garage entrance on 1st Ave. The Security Station's move left the Windows without any security personnel near it during the evening hours.

The After-Hours Windows closure also eliminates parking difficulties for customers. Due to increased post 9/11 security measures, parking adjacent to the Court Buildings was prohibited, making it difficult for customers to park near the Windows. Now, customers using the 24-Hour Filing Depository Box have ample visitors parking in the Garage.

Please see related story on page 2 about the new location of the 24-Hour Filing Depository Box.

24-hour Filing Box is in new location

As a result of closing the After-Hours Filing Windows this summer, the Clerk's Office relocated its' Downtown 24-Hour Filing Depository Box. The box is now located inside the Madison Street Parking Garage next to the new Security Station. The station is at the east side entrance of the garage at 1st Avenue. At the entrance of the garage is a brown sign that says "Employee Entrance." Proceed through this entrance to the gate and push the call button to speak with the guard. Inform the guard you want to use the filing depository box and the guard will allow you to enter the garage. Visitor parking is available to the left (or south side) of the garage.

Here's how to use the box:

- Time stamp the original document using the time clock on the box.
- Attach the filing fee, if required, to the document. Use either a check or money order made payable to the Clerk of the Court. Do not deposit cash.
- Secure the items with a clip or rubber band or in an envelope.
- Place the package in the depository filing box slot. The slot opening is one inch. Documents larger than one inch thick should be grouped in sections

such as "1 of 3," and "2 of 3," and "3 of 3."

The Clerk's Office collects the documents each morning and processes the paperwork. Any documents that need to be returned to the customer or runner will be ready for pick-up at noon at the appropriate file counter.

The filing depository box is available for civil, family court, tax and probate filings. It cannot be used for any juvenile filings.

The Clerk's Office also has a 24-hour filing depository box at the Southeast Court Complex in Mesa. It is located at the main entrance on the north side of the building.

In addition to these 24-hour boxes, the office has internal filing depository boxes, which are available during normal business hours for those customers who do not want to stand in line. Four internal boxes are located in the mail distribution center off of the West Court Building lobby at the downtown court complex in Phoenix. The other box is in the main lobby area of the Southeast Complex in Mesa. The instructions for these boxes are the same as the downtown 24-hour filing depository box.

Charging ahead

by Michael K. Jeanes,
Clerk of the Superior Court

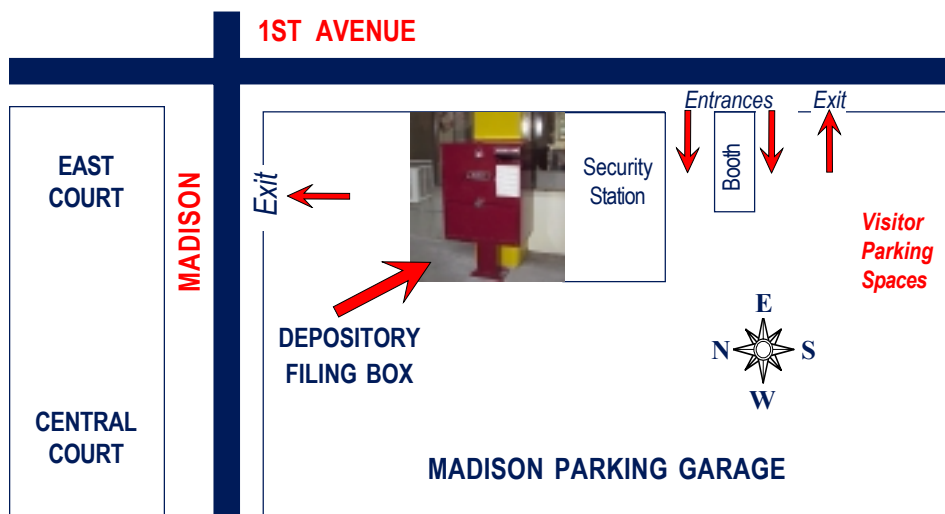
The Clerk's Office continues to charge ahead in enhancing service to customers. As a result, customers can now charge as well.



I am pleased to announce that we are expanding the payment options for our customers to include credit and debit cards. For the past several years, our office has accepted a limited number of credit card transactions over the telephone, from mostly out-of-state customers. But this summer, we installed a new credit/debit terminal at Window 9 of the downtown court complex Family Court Filing Counter that makes this payment option available for our walk-in customers wanting to pay their fee deferrals. These customers can now elect to pay with either their Visa or Mastercard.

Phase 2 of this effort will be to expand this payment option to the Customer Service Center so that customers can pay for their copies of court records, marriage licenses and the Clerk's portion of the passport application fee with either a credit or debit card. This is expected to occur within a few months.

Phase 3 will be rolling out this payment option to all filing counters at all locations, which will allow customers to pay their filing fees with credit and debit cards. We expect this phase to be implemented by the end of the year.



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